

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( x ) EXISTING POSITION

## PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0203134	10. Budget Program Number 23811
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Program Consultant II	
3. Division Kansas City Region	12. Proposed Class Title	
4. Section Family Service	13. Allocation	
5. Unit Economic and Employment Support Services	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Kansas City County WY	15. By Approved	
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM To: 5:00 AM/PM	17. Position Reviews Date: By:	

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

The primary mission of this position is to develop, monitor, and manage all regional child care provider agreements and meet the demands for quality providers across the region as well as program compliance connected to the child care subsidy program. The position is responsible for monitoring and assuring compliance with provider policies, procedures, and legal mandates. This may include explaining, clarifying, and interpreting operational procedures, regulations, and activities to providers, clients, and outside organizations about the DCF child care programs. Works closely with case managers to ensure the program is maintained.

This position will also establish and maintain consistent and effective practices to assure high quality Reception Services in the Kansas City office and meet the increased demands for program compliance. Work to meet the increased demands for Customer Service.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

<b>Name:</b> Laura Lee	<b>Title:</b> PSE I	<b>Position Number:</b> K0068811
Who evaluates the work of an incumbent in this position?		
<b>Name:</b> Laura Lee	<b>Title:</b> PSE I	<b>Position Number:</b> K0068811

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Work is performed independently and requires the ability to make independent decision and discretion in completing delegated work in accordance with applicable laws, rules, and regulations. Priorities are set independently and the employee has the authority to establish procedures necessary for the efficient function of provider services and minimize risk to the agency within the scope of established policies and procedures. Work is reviewed based on outcomes and conformance to established policies, procedures, regulations and expectations.

- d) Which statement best describes the result of error in action or decision of this employee.
- ( ) Minimal property damage, minor injury, minor disruption of the work flow.
  - ( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
  - ( X ) Major program failure, major property loss, or serious injury of incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties :)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	<u>E</u> <u>O</u> <u>R</u> <u>M</u>	
			In addition to the tasks below the incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to improve community collaboration, office operations and outcomes agency wide.
1	30 %	E	<p><b>Child Care Provider Enrollment:</b> Directs Child Care Enrollment Team and participates in the establishing and development of all region-wide child care provider agreements to ensure an adequate supply of DCF affiliated child care providers available to Child Care subsidy eligible families; reviews and makes an independent decision regarding whether DCF enters into an agreement with a provider. Establishes regional operational methods and develops procedures, forms, and electronic processes to ensure the timely and efficient development and review of child care provider agreements. Acts as a liaison between Central Office, KDHE, and regional DCF staff regarding child care issues; assure Child Care Subsidy eligible parents are not discriminated against by child care provider policies and practices. Reviews and approved Enhanced Rate request base upon established guidelines with latitude for independent judgment. Provides documentation necessary for Appeal Hearings; assures proper oversight and intervention to identify and mitigate provider fraudulent activity by analyzing various reports, responding to contacts from customers, community, local Health Department and staff. Reviews various statistical, financial and special reports with the use of information gathered from KsCares, KAECSES, CLARIS, EBT, etc. as well as understanding the reason and action needed for each report. Delegating and following up on reports to ensure timely addressed. Responsible for reporting information to Central office including, trends, issues, ideas, etc.</p>
2	25%	E	<p><b>Reception Services:</b> Establishes and assures consistent delivery of Reception and Greeter Services in Kansas City including Front Desk interface between customers, visitors and agency staff to assure program services are delivered as expected and agency interface with public entities and community partners occurs in a professional and effective manner; accurate handling of telephone contacts through office switchboard; prompt and accurate distribution of incoming mail and deliveries; safe and pleasant lobby environment and resources to promote customer and visitor self-service and ease of service access. Ensures the accurate handling of the EES BPR tracker as well as required Non-EES visitor logs. Direct and monitor procedures for ensuring compliance with state and federal regulations for EBT.</p>
3	25 %	E	<p><b>Supervision:</b> Supervises and directs the work of a diverse unit including Reception Services and Child Care Enrollment staff. Hires qualified staff in compliance with human resource regulations and provides appropriate leadership, mentoring, guidance and direction. Establishes employee performance standards and expectations to ensure that employees fully understand assigned roles and individual responsibilities. Monitors performance, documents appropriately and provides regular feedback to ensure employees performance meets or exceeds expected standards. Troubleshoots on complex issues and recommends alternatives as appropriate to ensure responsible actions and minimize risk of liability. Develops and implements corrective action plans, takes informal disciplinary actions and recommends formal disciplinary actions as needed in accordance with the DCF Progressive Disciplinary Policy. Identifies employee training needs and takes necessary action to ensure employees have the training needed to effectively meet expectations and program outcomes.</p>

4 20% E

**Agency/Community Support and Capacity Building:**

- Support case management by providing information to/from departments through email, fax, phone, or face-to-face contact.
- Serves as a resource to child care providers related to DCF regulations, requirements, or changes. Responds to inquiries regarding issues related to child care plans/payments and referring as necessary to EES teams, supervisors, or others for resolution.
- Communicate with PPS staff related to provider issues and child abuse/neglect investigations. Forward CAN investigations findings as required.
- Serve as a primary contact with the local Resource/Referral agency.
- Maintain a good working relationship and communication with KDHE surveyors related to regulatory provider issues.
- Participate on statewide work groups to develop policy and procedures for improving quality child care, the availability of local and state funding resources, and coordination between DCF, parents, providers, and community agencies.
- Respond to community and agency concerns, inquires, and request related to the child care program as well reception and greeter services.
- Ensure readily available supply of applications, EBT and other education materials in the local office lobby and as need in other office for regional child care enrollment.
- Work with all departments in the local office to ensure lobby and client interactions adhere to the departments' procedures and update front desk procedures for departments as needed.

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to effectively plan and monitor program operations could result in poor customer service and fiscal sanctions against the State. Failure to follow proper hiring and disciplinary actions could result in poor staff morale and possible personnel or legal actions. Failure to implement the essential functions of Child Care Enrollment could result in the reduction of allocations, the loss of adequate child care providers and the loss of grants for child care providers in the region. Failure to be responsive to customer concerns could affect public perception and negatively impact the agency.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( X ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

<b>Class Title</b>	<b>Position/KIPPS Number</b>
Administrative Specialist	K0063872
Senior Administrative Assistant	K0133217
Human Service Assistant	K0162982
Human Service Assistant	K0162985
Human Service Assistant	K0051433
Human Service Assistant	K0074297
Human Service Assistant	K0074767
Human Service Assistant	K0071352
Human Service Assistant	K0162645

---

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact with the public, regional and central office staff, community partners, providers, state agencies, local Health Departments, customer and officials to promote and coordinate services and resources. Regular contact with child care providers or those wishing to become enrolled as providers. Other contacts with agency staff on a regular basis regarding child care issues, as well as providing information to line staff regarding child care regulations, reporting, etc.

---

25. What hazards, risks or discomforts exist on the job or in the work environment?

Risks are those typical of any office environment. Automobile travel and on-site visits may constitute a slight risk. During investigations there is always the possibility a provider or consumer could become hostile or aggressive. It is often common for these individuals to challenge the worker's authority and threaten legal action. Daycare providers can often times be disgruntled if receiving negative information regarding their facility.

---

26. List machines or equipment which is currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

General office equipment, telecommunications, state/personal vehicle may be used on a daily basis.

---

### **PART III - Education, Experience and Physical Requirements Information**

---

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

One year of experience planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience.

---

### **28. SPECIAL REQUIREMENTS**

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Two years' experience in human service delivery including work with community partners or providers.

Two years' experience in report writing, tracking data, working with the public. Independent work experience in program consulting and any additional education and experience which meets the agency's requirements for the position.

.

---

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Occasional travel within the region and state are necessary to perform the functions of this position. High degree of written communications.

---

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure the safety of employees and customers, Kansas City Metro Region staff and vendors are expected to display their access badges when at the work site, and to comply with approved safety policies and procedures posted on the regional webpage.

---

#### PART IV - Signatures

---

---

Signature of Employee

Date

---

Signature of Personnel Officer

Date

---

Signature of Supervisor

Date

---

Signature of Agency Head or Appointing  
Authority

Date